

)
)
) Examiner: Not yet assigned
)
) Group Art Unit: Not yet assigned
)
) Attorney Docket No.: G15.001
)
)
)
)
)

No fee is believed to be due under 37 CFR §1.17(p) for this Information Disclosure Statement since it is being filed concurrently with the above-identified application.

Respectfully submitted,

December 11, 2003
Date



Kurt M. Maschoff
Registration No. 38,235
Buckley, Maschoff & Talwalkar LLC
Five Elm Street
New Canaan, CT 06840
(203) 972-0081

Substitute for form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>				Complete if Known	
				Applicant Number	Not yet assigned
				Filing Date	Herewith
				First Named Inventor	TYAGARAJAN
				Group Art Unit	Not yet assigned
				Examiner Name	Not yet assigned
Sheet	1	of	2	Attorney Docket Number	G15.001

U.S. PATENT DOCUMENTS						
Examiner Initials*	Cite No. ¹	U.S. Patent Document		Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number	Kind Code ² (if known)			
	A	4,881,261		Oliphant et al.	11/14/1989	
	B	5,025,468		Sikand et al.	06/18/1991	
	C	5,299,260		Shaio	03/29/1994	
	D	5,467,391		Donaghue, Jr. et al.	11/14/1995	
	E	5,592,542		Honda et al.	01/07/1997	
	F	5,721,770		Kohler	02/24/1998	
	G	5,784,452		Carney	07/21/1998	
	H	5,828,747		Fisher et al.	10/27/1998	
	I	5,903,641		Tonisson	05/11/1999	
	J	5,905,793		Flockhart et al.	05/18/1999	
	K	6,044,146		Gisby et al.	6,044,146	
	L	6,222,919	B1	Hollatz et al.	04/24/2001	
	M	6,278,777	B1	Morley et al.	08/21/2001	
	N	6,310,951	B1	Wineberg et al.	10/30/2001	
	O	6,347,139	B1	Fisher et al.	02/12/2002	
	P	6,535,600	B1	Fisher et al.	03/18/2003	
	Q	6,563,920	B1	Flockhart et al.	05/13/2003	
	R	6,577,727	B1	Hymel	06/10/2003	
	S	2002/0101979	A1	Borodow et al.	08/01/2002	

FOREIGN PATENT DOCUMENTS								
Examiner Initials*	Cite No. ¹	Foreign Patent Document			Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T ⁶
		Office ³	Number ⁴	Kind Code ⁵ (if known)				

Examiner Signature		Date Considered	
--------------------	--	-----------------	--

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹Unique citation designation number. ²See attached Kinds of U.S. Patent Documents. ³Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶Applicant is to place a check mark here if English language Translation is attached.

Substitute for form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>				Complete if Known	
				Applicati n Numb r	Not yet assigned
				Filing Dat	Herewith
				First Named Inventor	TYAGARAJAN
				Group Art Unit	Not yet assigned
				Examiner Name	Not yet assigned
				Attorney Docket Number	G15.001
Sheet	2	of	2		

OTHER PRIOR ART - NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
	T	"Avaya CRM Solution-MultiVantage™ Call Center Solutions", ©2003 Avaya Inc., download from http://www1.avaya.com/enterprise/solutions/crm/solution5.html on 7/2/2003. 2pgs.	
	U	Avaya, "Overview for Avaya MultiVantage™ Software", 555-233-767, Issue 3, May 2002. 69pgs.	

Examiner Signature		Date Considered	
--------------------	--	-----------------	--

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹Unique citation designation number. ²Applicant is to place a check mark here if English language Translation is attached.